Service User Guide

Domiciliary Care

Serenity Care East Anglia Limited

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1. Introduction

Welcome to Serenity Care East Anglia's Service Users Guide. This document is a basic summary of information about Serenity Care East Anglia Limited (also known and referred to as just "Serenity Care"). The audience of this document are our service users and people who may be considering using our services.

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3. Our Aims & Objectives

Serenity Care East Anglia are experienced support workers providing personal care and support to those in the local community to enhance their quality of life and independence enabling them to stay in their own home as long as possible rather than enter a care home. We provide Domiciliary & Social care in the Norfolk area.

3.1. Support Objectives

Serenity Care East Anglia aims to:

- Offer skilled care to enable people who live in their own homes to achieve their optimum state of health and well-being.
- Treat all people who are supported by Serenity Care East Anglia, all those who work for Serenity Care East Anglia Limited, and all people who visit us with respect at all times.
- Uphold the human and citizenship rights of all whom we support, and those who visit them.
- Support individual choice and personal decision-making as the right of all Service Users.
- Respect and encourage the right of independence of all Service Users.
- Recognise the individual uniqueness of Service Users and visitors, and treat them with dignity and respect at all times.
- Respect individual requirement for privacy at all times and treat all information relating to individuals in a confidential manner.
- Recognise the individual need for personal fulfilment and offer individualised programmes of meaningful activity to satisfy that need of Service Users.

3.2. Our Philosophy of Care

- All people who are supported by and work at Serenity Care and all people who visit will be treated with respect at all times.
- We aim to offer skilled care to enable people who we support to achieve their optimum state of health and well-being.
- We uphold the human and citizenship rights of all who are supported by us and work for the Agency.
- Individual choice and personal decision-making are the right of all Service Users and will be supported by all the people who work for the Agency.
- The right of independence will be respected and encouraged for all Service Users.
- The individual uniqueness of Service Users and visitors will be recognised and they will be treated with dignity and respect at all times.
- The individual requirement for privacy will be respected at all times and all information relating to individuals will be treated in a confidential manner.
- We recognise the individual need for personal fulfilment and aim to offer individualised programmes of meaningful activity to satisfy that need of Service Users

3.3. Principles & Values Underpinning Our Services

Serenity Care East Anglia is committed to supporting vulnerable people so that they can continue their lives with dignity and independence and be participating members of their own communities. Because of this, in the first instance, Serenity Care East Anglia is committed to meeting the needs of those people entrusted to our care. Usually we see no conflict between meeting the needs of Service Users and those of workers. Where such conflict exists, the needs of Service Users must take precedence. The basic principles underlying our support to vulnerable people include:

- **Privacy of Service Users —** The care worker recognises the right of Service Users to be left alone, undisturbed and free from intrusion and public attention. The Service User also has a right to privacy with regard to both his/her personal affairs and belongings. Written permission will be sought for access to Service User's records.
- **Confidentiality of information —** The Service User's rights to confidentiality must be safeguarded. The care worker will not disclose any personal information about Service Users to a third party unless this has been agreed with the Service User concerned. Agreement to disclose information should only be sought if this is for the benefit of the Service User, e.g. for assisting in his or her support.
- **Fulfilment of aspirations —** To have their social, emotional, spiritual, cultural, political and sexual needs accepted and respected. Service Users will be enabled to achieve their potential capacity – physical, intellectual, emotional and social. Individuals will be given support and freedom to realise personal aspirations and abilities in all respects of daily life.
- **Consultation —** Service Users will be consulted about daily living arrangements and enabled to participate in discussions about any proposed changes to those arrangements, and be fully involved in and fully informed about, the individual assessment of their support needs. Service Users have a right to be involved in a careful and thorough assessment of their needs and wishes, and to be informed of the outcome. Serenity Care East Anglia's commitment will be to find the best and most cost effective way of meeting the Service User's needs and aspirations. Service Users will be supported to make informed choices about their future, which should be incorporated into their personal Service User Plans.
- **Personal Choice —** The support worker will support each individual Service User to exercise, to his or her full potential, personal choice in opportunities and lifestyle. The support worker will ensure that the person they are supporting is central to all decisions being made Where, for reasons of mental frailty, the person who is being supported is not able to participate fully in Service User Planning, consideration will nevertheless be given to his or her wishes, as far as these are expressed and practical. We welcome designated advocates in this context. Account will also be taken of the needs and rights of carers to lead their lives without unreasonable levels of demand and stress.
- **Review —** The Service User will have a regular review of their individual circumstances with the Agency.
- **Services Information —** The Service User will be fully informed about the Services provided by Serenity Care East Anglia.
- **Medication —** The Service User will be fully informed about their medication needs and supported to make decisions about their medical treatment whenever possible.
- **Family and Friends —** The Service User will be supported to maintain access to family, friends, facilities and the community overall.
- **Complaints —** The Service User will have access to a formal complaint procedure and to be represented by a friend or adviser if they so wish.
- **Supporting independence of Service User —** The Service User will be supported to take risks to the extent of their own informed opinion. Service Users will have the opportunity to think, act and make decisions without reference to another person or unreasonable restriction. This will include the willingness to incur a degree of calculated risk.

The principles outlined above must be guided by prior commitments imposed by health and safety or statutory Requirements.

4. The Nature of the Services We Provide

4.1. The People We Support

We understand the needs of individuals and deliver our services to a wide range of people who require care and support to stay living independently in their own homes. We support:

- Adults and younger adults
- Older people
- People with learning difficulties
- People with autistic spectrum disorder
- People with mental health problems
- People with physical disabilities
- People with sensory loss or impairment
- People suffering from dementia

4.2. The Services We Offer

We understand the needs of users and we are committed to delivering a wide range of services to enhance their quality of life or our service users and to support them so that they may remain independent in their own homes.

Examples of the services we provide are listed below but the list is not exhaustive. If you require further information on our service or have a particular service in mind that you would like us to provide please contact the registered manager.

- Personal care — washing, showering, bathing, dressing, undressing, continence management, management of mobility, nutritional needs care, maintaining fluid intake, assistance with getting up or going to bed
- Domestic Care — shopping, housework, laundry, finances, meal preparation
- Specialist care — help with palliative care, colostomy care, catheter care, administration of air & eye drops, dementia care, reablement
- Day or night sitting
- Financial / Pensions collection
- Social visiting

5. Service User Care Plans

Service User Care Plans are reviewed on an individual basis, according to assessed need, but at least every six months. More frequently if, during the assessment or at any time after, the rate of change of the Service User's needs indicates the requirement for a more dynamic review schedule in order for the Care Plan to keep up-to-date with the Service User's current needs (see CP20 - Service User Care Planning Policy and Procedure).

5.1. Therapeutic Activities

Serenity Care East Anglia has a policy of promoting the maintenance of Service Users' normal social networks and social activities. The Service User's care plan includes a facility for recording the life history, social networks and contacts, and preferences for activities and hobbies in order that the Service User is offered access to those networks and activities that are appropriate and desired.

6. Confidentiality

Our policy is that any information about Service Users is strictly confidential and that maintaining a position of trust in this regard is paramount. However, because some information is relevant to providing quality support, some information will be shared with members of staff who may be supporting you. Visiting professionals and visitors requiring information will be referred in the first instance to the Registered Manager or the person in charge within the agency. The Service User or, where appropriate, their principal carer will be consulted where appropriate before information is released.

Information about you will be stored in paper form, and may be held on computer.

Both forms of information are treated in the same strictly confidential way. Information about you is needed to enable staff to provide proper support and treatment. Some of the information may also be used for other purposes, such as:

- Making sure our services meet your needs
- Helping staff to review the support they provide to you to help them achieve the highest standards
- Investigation of complaints or legal claims
- Auditing of our services

Sometimes information about you needs to be passed on to other agencies or organisations, for example if you are receiving care or support from a GP or hospital. The types of organisations who we may share information about you are:

- GPs
- District Nurses
- Other health professionals
- Social workers
- Care Quality Commission (CQC)

7. Gifts, Wills and Other Documents

Employees are expressly forbidden to act as witnesses to the signature of any documents such as wills and testaments.

Neither employees nor the agency may be a beneficiary under a Will of any past or present Service User.

Token gifts to staff are subject to disclosure to the Registered Manager, and may be refused because of conflict of interest.

8. Service User's Personal Fulfilment

The aim of Serenity Care East Anglia is actively to help Service Users to lead fulfilling lives within the limits of their abilities and wishes, and to recognise and cater for those who do not wish to be active or socialise

Staff will take an interest in things that Service Users have done in the past and discuss current interests, particularly those that they wish to retain. They will assist Service Users to develop their skills and follow their interests if they so wish and facilitate a varied range of new skills and interests for Service Users to pursue if desired

Service Users will be central to the devising of their Service User Plan, A family member, friend or external advocate may also be involved as considered appropriate. Staff will endeavour at all times to create a stimulating environment and to focus on maximising Service Users potential. They will attend to the complete needs of the individual person irrespective of how the Service User's disabilities affect them. All Service Users

irrespective of race, sex, culture, or health state are equal and unique human beings and will be offered help and Services according to their own unique needs.

9. Risk Taking & Risk Management

Staff at Serenity Care East Anglia understand that there is a delicate and difficult balance between Service Users' self-determination in risk taking, and the responsibility of carers to protect Service Users from self-harm or from unintentionally harming others. The issue is further complicated when a Service User may not be able to make informed decisions.

The assessment of risk is addressed as part of the commencement of service process for each person and the results integrated in the Service User Plan. By this process of integration, the views of the Service User, principal carer, family members and professional advisors will be fully taken into account, as part of the participative Service User Planning process.

The following checklist of issues forms the basis of the risk management assessment. Each issue will be discussed in detail and those discussions will be recorded and will determine the way in which Serenity Care East Anglia aims to undertake to meet the Service User's own wishes about their lifestyle.

- Privacy
- Travelling alone
- Visitors
- Attendance at clubs and centres
- Going to church and other activities
- Engaging in leisure and recreational pursuits
- Carrying identification
- Bathing
- Use of stairs
- Degree of independence
- Seeking help in an emergency

10. Service Users and Equal Opportunities

All Service Users have the right to practise their beliefs, religion or culture without constraint by restrictive or discriminatory practice

Complaints of discriminatory practice will be thoroughly investigated and the results of the investigation made known to the complainant

All complaints will be recorded in such a way as to highlight repeated problems

11. Seeking a Service

The first step is to arrange to visit you in your own home. The Registered Manager will discuss with you your individual requirements and the range of Services we are able to provide at Serenity Care East Anglia. This process will be formalised into an assessment of your needs, which should form the basis for a decision by both you and the agency as to whether the necessary service can be provided. In common with all records regarding Service User's, the assessment(s) will be made with your full knowledge, your co-operation, and the records will be shown to you and be available to you at any time.

The Registered Manager or one of our team will visit you in your home, or in hospital if necessary, and will document a pre-service start assessment with you. This initial set of information will form part of your Support Plan. This illustrates and reviews how your family and our staff gain understanding of how we can use our skills for an overall improvement to your health and well-being.

If you have any questions please discuss them with your key worker, or contact the Registered Manager, who will be very happy to answer any questions.

The agency manages commencement of service arrangements according to a detailed Policy and Procedure, a copy of which is available from the agency on request.

12. Key Workers

In order for you to receive quality care, we have initiated a Key Worker system. You will be offered an opportunity to choose your key worker. He/she will undertake to identify your needs with you and ensure they can be met through a Service User Plan.

The aim of the key worker system is to provide each Service User with an advocate within the staff team, and develop a relationship between the Service User and staff based on trust and mutual respect. The key worker will undertake an assessment with you to establish your preferred name, personal circumstances, and personal history, social and medical circumstances, all of which will be entered into your Care Plan.

The key worker will also assess your psychological and physical capabilities. Previous work and hobbies, likes and dislikes with regard to activities and food will be noted and a personal programme of support and/or care devised according to your wishes.

Your key worker will be your point of contact for you and your principal care/relatives, and will be available to answer any questions, to support your daily care routine and just to have a chat with you when you wish. He/she will also arrange for meetings to review your Service User Plan periodically with you and your family or friends, and to measure the progress of your care programme.

Obviously not everyone gets on with each other. If you are unhappy with your key worker, please bring this to the attention of the Registered Manager. The matter will be resolved sensitively and confidentially, and a new key worker assigned to you if this is appropriate.

13. Inappropriate Behaviour

Inappropriate behaviour is the systematic maltreatment, or physical, sexual emotional or financial abuse a one person by another.

Serenity Care East Anglia is committed to preventing inappropriate behaviours and if a Service User, carer, friend or relative has any concerns they should discuss this immediately with a senior staff member, or use the complaints procedure.

Service Users, principal carers and relatives will be kept informed of the progress of the investigation into any complaint.

14. Our Complaints Procedure

Making a Complaint and Giving Compliments

We believe that complaints and compliments are a valuable indicator of quality of Service, and an opportunity to improve that quality. We assure all Service Users that no one will be victimised for making a complaint, and we encourage Service Users to instigate the complaints procedure whenever they feel that this is necessary. We do not wish to confine complaints to major issues. We encourage Service Users to comment when minor matters are a problem to them, such as receiving cold food, or being kept waiting without explanation, or being treated disrespectfully. It is our policy that all matters which disturb or upset a Service User should be reported, recorded, and corrective action taken. Only in that way can we work towards meeting our aim of continuously improving our service.

Our commitment is that:

- All complaints will be taken seriously
- All complaints will be acted upon with fairness and impartiality
- You will receive a response within 24 hours of the complaint being made and received by us, and a final reply within 28 days.
- We will keep you informed at all times and at every stage of the investigation
- If the complaint is upheld, you will receive a written apology and appropriate action will be taken to rectify the complaint
- Service Users are entitled to involve an impartial third party in the complaint procedure if they so wish

Service Users and their representatives may take their complaints to persons in authority outside the Agency. For Service Users funded all or in part by Social Services or the Primary Care Trust, complaints may in the first instance be directed to them. For privately funded clients, a range of advocacy services is available locally and they will be pleased to help you deal with the complaint. In the event of a serious issue and complaint, you should contact the Care Quality Commission (CQC).

15. Useful Addresses

Director of Social Services
Adult Social Services
PO Box 3210
Norwich NR7 7AB
Tel: 0344 800 8014 :

Care Quality Commission National Correspondence
Citygate, Gallowgate
Newcastle upon Tyne NE1 4PA
Tel: 03000 616161
Fax: 03000 616171

Local Primary Care Trust

NHS Norfolk
Lakeside 400
Old Chapel Way
Broadland Business Park
Thorpe St Andrew
Norwich NR7 0WG
Tel: 01603 257000 :

The Ombudsman:

The Local Government Ombudsman
PO Box 4771
Coventry,CV4 0EH
Tel: 0845 602 1983 or 024 7682 1960
Fax: 024 7682 0001
advice@lgo.org.uk

15.1. Advocates

Service Users will be given access to external agents who will act in their interests to help them solve problems, discuss concerns, etc. The Registered Manager will be happy to provide information on local advocacy groups and other support networks.

Age UK Norwich
Boardman House
Redwell Street
Norwich NR2 4SL
Tel: 01603 496333

15.2. Voting

Arrangements for your voting rights can be made through the Electoral Registration Officer whose address is:

Broadland District Council
Thorpe Lodge

1 Yarmouth Road
Thorpe St Andrew
Norwich NR7 0DU
Tel: 01603 430424

16. Other Documents

You are invited to review the latest CQC inspection report on the Agency, and the latest summary of Service Users' and Service Users families' views on the Services offered. These are not included in this pack because they rapidly become out of date. A copy of each will be given to you at commencement of service .The manager can provide up to date reports at any time upon request.

17. Complaints Form

Date:	
Details of complaint:	
The outcome which you expect:	
Your name	
Signed	
Received: date	
Received by (sign):	

18. Privacy & Dignity

We aim to respect your privacy and dignity at all times. Please speak out, or speak to the supervisor or Registered Manager if your privacy or dignity is not being respected.

18.1. Service Users' Privacy

- All Service Users have the right to be alone or undisturbed and be free from public attention or intrusion into their private affairs. The staff of the agency are guests in the home of the Service User.
- Staff will enter a Service User's property and rooms within the property only with express consent.
- Staff of the agency respect the rights of Service User' to make telephone calls without being overheard or seen by a worker.

- Records will be designed, used and stored to assure privacy. Legislative controls over records, such as the Data Protection Act, will be adhered to, and the Service User's express permission in writing will be sought before information is passed to any person other than those directly concerned with the care of the Service User.
- Records will be made available to the Service User's principal carer and family according to the wishes of the Service User.

18.2. Service User's Dignity

- Your dignity is a matter of prime importance to us, and all staff receive training in this area.
- You will be asked by what name you wish to be addressed, and these names will be recorded on your Service User Plan and used by all staff. You are perfectly entitled to ask that your principal carers use one name, and others use another name. The level of familiarity is under your control. In the absence of information to the contrary, staff will address you formally, using your title and surname.
- Staff are trained to be sensitive to your feelings when in company.
- The agency seeks to reduce any feelings of vulnerability that Service User's may have because of disability or illness.

19. Insurance Cover

Everyone working for and on behalf of Serenity Care East Anglia limited has indemnity cover for employers Liability, Public liability, and professional indemnity.